



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON, D.C. 20460

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OFFICE OF
ADMINISTRATION
AND RESOURCES
MANAGEMENT

MEMORANDUM

SUBJECT: Customer Assistance Office
FROM: Vincette L. Goerl, Director
Financial Management Division
TO: All Employees

The Customer Assistance Office in our Headquarters Accounting Operations Branch has installed a new telephone answering system, and established new hours of operation.

The telephone answering system will allow us to respond to your calls more promptly. When our representatives are on the phone with other customers, the call sequencer will automatically answer your call.

Customer Assistance has also established new hours of operation. These new hours will ensure that enough representatives are available to assist you. The hours of operation are from 8:00 a.m. to 12:00 noon and 1:00 p.m. to 5:00 p.m.

We hope our new telephone system will help us serve you better.

cc: Senior Budget Officers
Regional Comptrollers
Regional Financial Management Officers
HOC Members

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